



**“EMOTIONAL INTELLIGENCE AND JOB  
SATISFACTION AMONG STAFFS AT  
PUTRA SPECIALIST HOSPITAL MELAKA”**

**ABIDAH BT. HAJI SUIB  
2008280154**

**BACHELOR OF BUSINESS ADMINISTRATION  
(HONS) HUMAN RESOURCE MANAGEMENT  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
MALACCA CITY CAMPUS**

**OCTOBER 2010**

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**Submitted in Partial Fulfillment  
of the Requirement for the  
BACHELOR OF BUSINESS ADMINISTRATION  
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**“DECLARATION OF ORIGINAL WORK”**

I, Abidah bt. Haji Suib, (I/C Number: 870722-01-5124)

Hereby, declare that,

- This work has not been previously accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees
- This project paper is the result of my independent work and investigation, except where otherwise stated
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: October 2010



## **LETTER OF SUBMISSION**

October 2010

The Head of Program  
Bachelor of Business Administration (Hons) Human Resource Management  
Faculty of Business Management  
Universiti Teknologi MARA  
75300, Off Jalan Hang Tuah  
Melaka

Dear Sir,

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper titled "EMOTIONAL INTELLIGENCE AND JOB SATISFACTION AMONG STAFFS AT PUTRA SPECIALIST HOSPITAL MELAKA" to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank You

Yours Sincerely

ABIDAH BT HAJI SUIB

2008280154

Bachelor of Business Administration (Hons) Human Resource Management

## **ABSTRACT**

This study seeks to investigate the emotional intelligence and job satisfaction among the staff at Putra Specialist Hospital Melaka. The objectives of the study were to examine the level of emotional intelligence as well as the job satisfaction among the staffs. Besides that, it also implements to know the relationship between emotional intelligence and job satisfaction. The literature suggests that employee skills in general and emotional intelligence in particular, play a significant role in the success of completing their goals in the workplace and hence perceived greater job satisfaction. Participants were 100 staffs include both nursing and non-nursing who completed the 33-item by Schutte, Malouff, Hall, Haggerty, Cooper, Golden, & Dornheim (1998) for emotional intelligence measure and 36-item of Job Satisfaction Survey by Paul E. Spector from Department of Psychology, University of South Florida (1985) for job satisfaction assess. All the data and information gathered were coded, process and analyze by using Statistical package for Social Science (SPSS) version 18.0 to produce a relevant and accurate result. Correlation statistics in findings revealed that EI was associated significantly and positively with job satisfaction. Based on the findings recommendation and suggestions for managers and organization are presented.